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 Ontario

Government
Publications

Ministry of Labour:

Helping Ontario Work Better



Work and Our Quality of Life

The people of Ontario enjoy one of the highest standards of living in the world.

Our economic growth is soaring. Our workforce is among the most highly educated, trained and skilled anywhere in the world.

Ontario is a good place to live, work and raise a family — and we want to keep it that way.

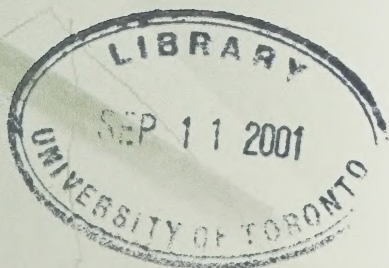
Keeping that high standard depends on maintaining our economic growth. Our vision is a province that encourages new investment, jobs and prosperity. It is a province that has labour laws designed to seize the opportunities of the global economy and workplaces of the 21st century.

To do this, our workplaces need to be safe. They need to be fair. They need to be harmonious.

What does the Ministry of Labour do?

The goal of the Ministry of Labour is to have workplaces that are safe, fair and harmonious in Ontario.

To achieve that goal, the ministry administers and enforces Ontario's labour laws through its three main business areas: occupational health and safety, employment standards and labour relations. Each area is responsible for administering specific laws, enforcing them where necessary and protecting the rights of employees who have the greatest need in the workplace.



Mission statement

To advance safe, fair and harmonious workplace practices which are essential to the social and economic well-being of the people of Ontario.

Keeping Ontario's Workplaces Safe

Occupational Health and Safety Program

What is the ministry's role in occupational health and safety?

The ministry sets, communicates and enforces standards under the *Occupational Health and Safety Act* (the Act) and other legislation to ensure safe and healthy workplaces.

The "Internal Responsibility System" is the basis of the Act. The Internal Responsibility System recognizes that injury and disease prevention is the shared responsibility of everyone in the workplace — employers, supervisors, employees and others.

The ministry works with the Workplace Safety and Insurance Board (WSIB) and health and safety organizations funded by the WSIB. These agencies provide education, training and advice to employers and employees to ensure safe and healthy workplaces. With its partners the ministry focuses on injury and illness prevention in sectors such as industrial, construction and mining.

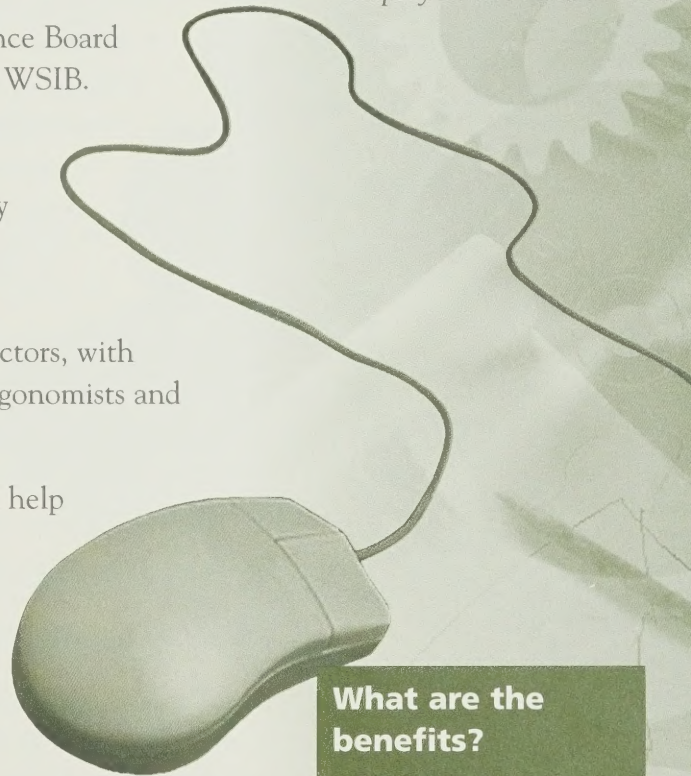
Enforcement is a key role. Ministry health and safety inspectors, with technical support from engineers, physicians, hygienists, ergonomists and radiation physicists, enforce the laws by:

- Inspecting companies, concentrating on those that need help in establishing self-reliance in their workplace, and on companies that have a poor track record;
- Investigating fatalities, critical injuries, serious accidents, complaints, work refusals, work stoppages and disputes.

Legislation and Regulations include:

- The *Occupational Health and Safety Act* and the regulations for:
 - Construction Projects/Manufacture and Repair of Ships
 - Industrial Establishments
 - Mines and Mining Plants
 - Designated substances such as asbestos, lead, mercury or isocyanates
- *Smoking in the Workplace Act*
- *Trades Qualification and Apprenticeship Act*
- Parts of the *Hazardous Products Act*
- *Workplace Hazardous Materials Information System (WHMIS)*

The Internal Responsibility System recognizes that injury and disease prevention is the shared responsibility of everyone in the workplace — employers, supervisors, employees and others.



What are the benefits?

- Fewer injuries and occupational illnesses;
- Healthier, safer workplaces that are better places to work;
- Increased awareness of safety and prevention;
- Increased productivity, lower costs.

By focusing on shared responsibility and prevention, Ontario workplaces have reduced lost-time injuries and that means less human suffering and increased productivity.

Keeping Ontario's Workplaces Fair

Employment Standards Program

What is the role of the ministry in employment standards?

The ministry sets, communicates and enforces standards under the *Employment Standards Act* to ensure fair workplaces.

Employment standards staff educate employers and employees about the minimum standards. This helps both the employers and employees understand their rights under the law, become more self-reliant and able to comply with the law.

The key standards include:

- minimum wage
- hours of work
 - overtime
- annual vacation
- termination of employment
- severance pay
- public holidays
- pregnancy and parental leave
- homeworkers and domestic workers

Employment Standards Officers conduct workplace inspections, investigate employee claims in workplaces where employees (or past employees) are not covered by a collective agreement and help to resolve disputes. They enforce compliance when necessary.

The Pay Equity Commission

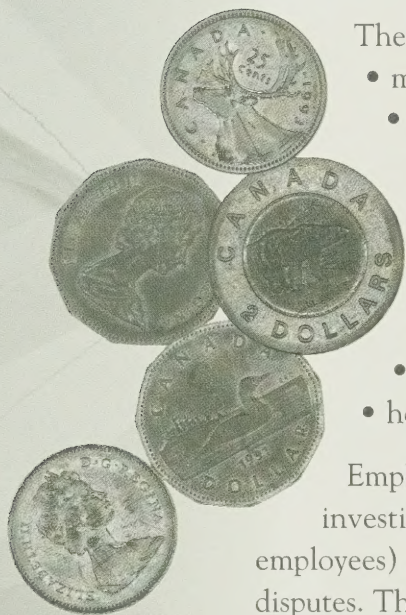
The Pay Equity Commission contributes to fairness in the workplace. The Commission is responsible for the *Pay Equity Act* and ensures that work traditionally done by women is paid at least the same as work of equal value traditionally done by men.

The Pay Equity Office services include:

- education programs for the public
- dispute resolution to help employers, employees and bargaining units
- monitoring the implementation of pay equity plans
- enforcing compliance when required

What are the benefits?

- A minimum standard of fairness for employees;
- A level playing field that establishes the same rules for all employers.



Keeping Ontario's Workplaces Harmonious

Labour Management Services

What is the role of Labour Management Services?

Labour Management Services help maintain balanced, stable and harmonious labour relations in Ontario while encouraging greater self-reliance in the workplace. Key to this is mediating disputes between employers and bargaining agents to achieve negotiated settlements.

Labour Management Services delivers programs through the:

- **Office of Mediation**, which settles collective agreements through conciliation and mediation.
- **Office of Arbitration**, which processes requests for the appointment of arbitrators.
- **Office of Collective Bargaining Information**, which provides labour relations and collective bargaining research and information.

Other agencies of the Ministry of Labour

These boards and offices are independent or partially independent of the Ministry of Labour and carry out functions that are related to the ministry's main businesses.

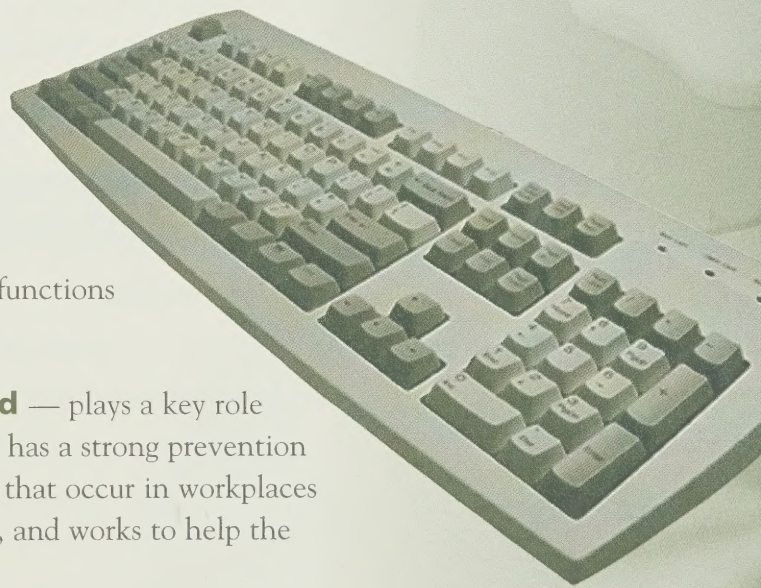
The Workplace Safety and Insurance Board — plays a key role in Ontario's occupational health and safety system. It has a strong prevention mandate, provides insurance for injuries and illnesses that occur in workplaces covered under the *Workplace Safety and Insurance Act*, and works to help the employee's early and safe return to work.

(The following two offices are funded by the WSIB and advise, represent and educate employers and employees in their dealings with the WSIB and WSIAT.)

Office of the Employer Adviser – provides services primarily to employers with fewer than 100 employees.

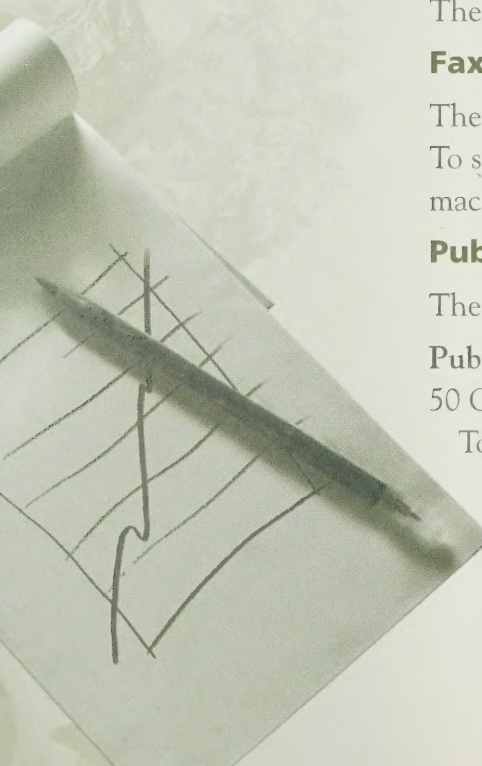
Office of the Worker Adviser – provides assistance to non-unionized employees.

Key to this is mediating disputes between employers and bargaining agents to achieve negotiated settlements.



What are the benefits?

- Labour stability;
- A better climate for economic growth.



The OLRB also adjudicates matters under:

- Hospital Labour Disputes Arbitration Act
- Colleges Collective Bargaining Act
- Education Act, as amended by the Education Quality Improvement Act
- Crown Employees' Collective Bargaining Act, 1993
- Public Service Act
- Fire Protection and Prevention Act, 1997
- Public Sector Labour Relations Transition Act, 1997
- Smoking in the Workplace Act
- Environmental Protection Act and Environmental Bill of Rights

Public Service Appeals Board (PSAB) — comprised of the Crown Employees Grievance Settlement Board and the Public Service Grievance Board. The PSAB arbitrates and mediates disputes arising from collective agreements under the *Crown Employees Collective Bargaining Act*, 1993. The board also hears grievances of management employees pursuant to the *Public Service Act*.

Tribunals

Three tribunals adjudicate and hear appeals of cases. They have powers similar to law courts:

Workplace Safety and Insurance Appeals Tribunal (WSIAT) — hears appeals from employees and employers who disagree with decisions made by the WSIB concerning comprehensive claims. It is independent of the WSIB.

Pay Equity Hearings Tribunal (PEHT) — has final authority under the *Pay Equity Act* to resolve disputes arising from a Pay Equity Commission order. The tribunal also determines applications for enforcement brought to it by the Commission.

Ontario Labour Relations Board (OLRB) — adjudicates matters under the *Ontario Labour Relations Act*. It certifies trade unions and can terminate a trade union's bargaining rights. It also hears appeals of cases under the *Employment Standards Act*, the *Occupational Health and Safety Act* and other employment related laws.

Where to get more information

Internet access

The Ministry of Labour Web site is <http://www.gov.on.ca/lab/main.htm>

Fax on Demand Service

The ministry has a fax-back system that can supply you with basic information. To see the index of documents and to order documents directly to your fax machine, call 416-326-6546 and follow the voice prompts.

Publications

These may be obtained from the following sources:

Publications Ontario

50 Grosvenor Street

Toronto, Ontario M7A 1N8

416-326-5300 or 1-800-668-9938

Ministry of Labour Publications

400 University Avenue

Toronto, Ontario M7A 1T7

416-326-7731

Publications are also available from the ministry's offices that are listed on the back of this brochure.

How to contact the ministry

Health and safety: Check the list of the MOL field offices on the back of this brochure to find the phone number and location of the office nearest you.

Employment standards: If you are in the 416 area code, call 416-326-7160. If you are outside the 416 area code, call 1-800-531-5551.

How to contact the ministry's agencies

Pay Equity Commission

Call 416-314-1896 or in Ontario toll-free 1-800-387-8813

or visit the Web site:

(English) <http://www.gov.on.ca/lab/pec/main.htm>

(French) <http://www.gov.on.ca/lab/pec/mainf.htm>

Workplace Safety and Insurance Board

Call 416-344-1000 or in Ontario toll-free 1-800-387-0750

or for TTY 1-800-387-0050

or visit the Web site <http://www.wsib.on.ca>

Office of the Employer Adviser

Call 416-327-0020 or in Ontario toll-free 1-800-387-0774

or visit the Web site

(English) <http://www.gov.on.ca/lab/oea/oeawel.htm>

(French) <http://www.gov.on.ca/lab/oea/oeawelf.htm>

Office of the Worker Adviser

Call 416-325-8570 or in Ontario toll-free

(English) 1-800-435-8980 or (French) 1-800-661-6365

or visit the Web site <http://www.gov.on.ca/lab/owa.home.htm>

Workplace Safety and Insurance Appeals Tribunal

Call 416-314-8800 or in Ontario toll-free 1-888-618-8846

or visit the Web site <http://www.wsiat.on.ca>

Pay Equity Hearings Tribunal

Call 416-314-0004 or toll-free 1-800-668-3946

or for TTY 1-800-424-1168 or visit the Pay Equity Commission Web site:

(English) <http://www.gov.on.ca/lab/pec/main.htm>

(French) <http://www.gov.on.ca/lab/pec/mainf.htm>

Ontario Labour Relations Board

Call 416-326-7500

Public Service Appeals Board

Call 416-326-1388



Ministry of Labour Field Offices

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Toronto North
1201 Wilson Ave
West Bldg, 2nd Fl
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Fax (416) 235-5080

Toronto West
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(416) 235-5330
Fax (416) 235-5090

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1290 Central Pkwy
West
Mississauga L5C 4R3
(905) 273-7800
*1-800-268-2966
Fax (905) 615-7098

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Fax (416) 314-5405

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*1-800-263-1195
Fax (905) 666-8290

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114 Worsley St,
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L4M 1M1
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*1-800-461-4383
Fax (705) 726-3101

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1110 Stellar Drive,
Unit 102
Newmarket L3Y 7B7
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*1-888-299-3138
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Eastern Region

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Fax (613) 727-2900

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Fax (613) 727-2900

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*1-800-267-0915
Fax (613) 545-9831

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K9J 8J9
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*1-800-461-1425
Fax (705) 742-8364

Northern Region

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Fax (705) 564-7435

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Fax (705) 564-7435

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Fax (705) 949-9796

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*1-800-461-7268
Fax (705) 848-8055

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435 James St S, Ste 222
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*1-800-465-5016
Fax (807) 475-1646

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*1-800-465-5016
Fax (807) 223-4344

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D Wing
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Porcupine
P0N 1C0
(705) 235-1900
*1-800-461-9847
Fax (705) 235-1925

Kapuskasing
c/o MNR
RR #2, Hwy 17 W
P5N 2X8
(705) 235-1900
*1-800-461-9847
Fax (705) 335-8330

Kirkland Lake
6 Tweedsmuir Ave,
Unit 303
P2N 1H9
(705) 567-5292
*1-800-461-9847
Fax (705) 567-5737

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447 McKeown Ave,
2nd Fl
P1B 9S9
*1-800-461-6325
Fax (705) 497-6850

Western Region

Hamilton
1 Jarvis St, Main Fl
L8R 3J2
(905) 577-6221
*1-800-263-6906
Fax (905) 577-1200

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1 Jarvis St, Main Fl
Hamilton L8R 3J2
(905) 577-6221
*1-800-263-6906
Fax (905) 577-1324

Halton
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Hamilton L8R 3J2
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*1-800-263-6906
Fax (905) 577-1324

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*1-800-263-7260
Fax (905) 704-3011

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217 York St, 5th Fl
N6A 5P9
(519) 439-2210
*1-800-265-1676
Fax (519) 672-0268

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*1-800-265-1676
Fax (519) 672-0268

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*1-800-265-2468
Fax (519) 883-5694

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250 Windsor Ave,
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(519) 256-8277
*1-800-265-5140
Fax (519) 258-1321

Sarnia
700 Christina St N
N7V 3C2
(519) 336-1200
*1-800-265-1416
Fax (519) 336-8477

* Toll-Free Number
Many of these "1-800"
numbers are accessible
only within the area
code of the relevant
office.

Visit our Web site for the
most up-to-date listing:
<http://www.gov.on.ca/lab/main.htm>

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